

Analysis of Factors Causing Inaccuracies in Diagnostic Codes for Diabetes Mellitus at the Andongsari Community Health Center
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ABSTRACT

The provision of quality healthcare services is not only assessed from the medical services but also from the supporting services, such as medical record management. One of the activities in medical records is the assignment of diagnostic codes. The accuracy of diagnostic codes is crucial and must be considered when assigning codes because it plays a vital role in clinical data management, cost re-billing, and aspects related to healthcare services. The purpose of this study is to identify the factors causing the inaccuracy of diabetes mellitus diagnosis codes at Andongsari Health Center, using Robbins' performance theory, which includes Motivation, Opportunity, and Ability. This study uses a qualitative research approach with data collection techniques such as interviews, observations, and document analysis, aiming to describe, explain, and detail the issues being studied. The results of the study show that the factors causing the inaccuracy of diagnosis codes are related to the motivation variable, where there is no reward or punishment for coders, the opportunity factor is related to the absence of SOPs for the correct process of assigning diagnostic codes, and the ability factor is related to coders' educational background, which is not specifically in medical records, and the lack of training on diagnostic code assignment. It is expected that in the future, Andongsari Health Center will conduct training for coders, create SOPs to ensure correct diagnostic coding, and review job descriptions in accordance with the coders' educational background.

Keywords : *Inaccuracy of codes, MOA, Diagnostic Code*